

**EXHIBIT 16**

Request number: 1-16335908

Safety related: null

Owner: Privacy

Address: Privacy

Owner phone: Privacy

Vin: Privacy

Make: Saturn - GM

Model: ION 1

Year :2005

Mod\_time :2008-11-23 22:50:28.338385

Open date : 2005-05-24

Odometer : 3000

Closed date : 2005-06-21

Complaint number :1

Complaint code 0 Z23

Complaint text 0 Saturn Engine Stalling

Component code 0

Agent notes : 0 No Symptom Indicated

Repair attempts 0 0

Description:

Work history number: 23

1-8005-1829|EVENT|null|null|2006-09-04|09:41:21|Privacy I ADVISED THE OWNER I WOULD CONTACT HER TOMORROW AS I WAS NOT ABLE TO REACH THE SERVICE MANAGER. OWNER STAETD THIS WAS FINE.|2006-09-04

1-8005-2516|EVENT|null|null|2006-09-04|09:41:21|CALL OWNER.|2006-09-04

1-8000-6423|EVENT|null|null|2006-09-04|13:32:59|QUALITY REVIEW|2006-09-04

1-8013-13943|EVENT|null|null|2006-09-04|21:37:05|OWNER STATED FOR HER TROUBLES SHE WOULD LIKE A CD PLAYER INSTALLED IN THE VEHICLE FREE OF CHARGE. I ADVISED THE OWNER AFTER WE HAD DIAGNOSED THE VEHICLE AND REPAIRED IT WE WOULD LOOK INTO SEEING IF THIS WAS A POSSIBILITY. OWNER STATED THIS WAS FINE.|2006-09-04

1-8013-41133|EVENT|null|null|2006-09-04|21:37:05|Privacy|2006-09-04

1-8013-41137|EVENT|null|null|2006-09-04|21:37:05|Privacy I ASKED THE OWNER IF HELDER HAD CONTACTED HER ABOUT THE CD PLAYER AND HOW THE VEHICLE WAS DOING. OWNER STATED THE VEHICLE WAS RUNNING OK. OWNER STATED SHE HAD AGREED TO THE 100.00 DOLLARS BUT SHE PREFERRED NOT PAYING FOR THIS AND IF SATURN WAS GOING TO CHARGE SHE WOULD HAVE A CD PLAYER INSTALLED SOMEWHERE ELSE. I ADVISED THE OWNER: I WOULD NOT RECOMMEND THIS AS AFTERMARKET PRODUCTS ARE NOT COVERED UNDER WARRANTY AND IF DAMAGE IS INCURRED BECAUSE OF THE CD PLAYER THEN THIS WILL NOT BE COVERED. A RETAILER SATURN INSTALLED ACCESSORY WOULD BE COVERED UNDER HER 3/36. OWNER STATED: WELL I KNOW BUT I DON'T WANT TO PAY. I ASKED THE OWNER IF SATURN TAKING CARE OF THE CD PLAYER FOR HER WOULD MAKE HER COMPLETELY SATISFIED AND SHE STATED YES IT WOULD. I ADVISED THE OWNER I WOULD TAKE CARE OF THIS FOR HER AND WOULD CALL HER IN 2 WEEKS WHEN THE PART CAME IN. OWNER THANKED ME FOR ALL THE HELP.|2006-09-04

1-8018-108957|EVENT|null|null|2006-09-04|22:25:27|OWNER STATED NOW THE DRIVER SIDE HEADLAMP HAS WATER IN IT AND IT IS LEAKING OUT. THE VEHICLE IS GOING IN TODAY FOR THE 4TH TIME.|2006-09-04

1-8018-112648|EVENT|null|null|2006-09-04|22:25:27|CALL STORE TO SEE IF PART HAS BEEN RECIEVED. CALL OWNER.|2006-09-04

1-8018-129666|EVENT|null|null|2006-09-04|22:25:27||2006-09-04

1-8018-156650|EVENT|null|null|2006-09-04|22:25:27||2006-09-04

1-8018-16195|EVENT|null|null|2005-05-26|00:00:00|I ADVISED THE OWNER SHE WOULD NEED TO BRING THE VEHICLE BACK TO THE RETAILER SO WE COULD TRY TO DUPLICATE THE CONCERNS A BIT MORE. SHE WOULD HAVE TO SCHEDULE AN APPOINTMENT FOR TUESDAY OF NEXT WEEK. OWNER STATED SHE WOULD DO

THIS. | 2005-05-26  
1-8018-194782|EVENT|null|null|2006-09-04|22:25:27|**Privacy** I LEFT A MESSAGE ADVISING THE  
OWNER HER CD PLAYER HAD ARRIVED AND SHE WOULD NEED TO CONTACT THE RETAILER TO HAVE THIS  
INSTALLED. | 2006-09-04  
1-8018-54083|EVENT|null|null|2006-09-04|22:25:27||2006-09-04  
1-8018-67652|EVENT|null|null|2006-09-04|22:25:27|BUSINESS CASE: 3,000 MILES. 2/10/2005 ISD.  
ORIGINAL OWNER. NO SSP. ION SEDAN 1 AUTO EXTENSION OF VEP COULD BE MADE. THIS CASE  
SUPPORTS ASSISTANCE. 03 14 05 1216 MI C/S AT TIMES VEHICLE HAS NO POWER ACCELERATING TECH  
TEST DROVE COUDN'T DUPLICATED CONCERN. TECH CH ECKED ECM FOUND NO CALIBRATION-RECALIBRATED  
ECM|2006-09-04  
1-802T-53244|EVENT|null|null|2005-05-26|00:00:00|**Privacy** 2005-05-26  
1-802T-56661|EVENT|null|null|2005-05-24|00:00:00|OWNER STATED: THE VEHICLE SHUTS OFF ON ME.  
IT WILL CHIME ABOUT 5 SECONDS AND THEN IT WILL SHUT OFF. THIS IS VERY DANGEROUS TO ME. I  
STATED: I WILL CALL AND SPEAK TO **Privacy** SERVICE MANAGER AT S/DARTMOUTH AND CONTACT  
YOU BY TOMORROW. OWNER STATED THIS WAS FINE. | 2005-05-24  
1-8033-93258|EVENT|null|null|2005-05-26|00:00:00||2005-05-26  
1-803T-134262|EVENT|null|null|2005-06-07|00:00:00|OWNER ASKED FOR YOU TO RETURN HER  
CALL. | 2005-06-07  
1-803T-42512|EVENT|null|null|2005-06-03|00:00:00||2005-06-03  
1-804E-4011|EVENT|null|null|2005-06-21|00:00:00||2005-06-21  
1-804F-46554|EVENT|null|null|2005-05-24|00:00:00|\*\*\* RESEARCH\*\*\*\*\* CELLULAR #  
**Privacy** OWNER STATED: \_ HER VEHICLE HAS A NASTY HABIT OF TURNING OFF WHEN SHE IS GOING  
70 MPH. -THE VEHICLE HAS DONE DIED ON HER 5 TIMES. - VEHICLE MAKES A DINGLE NOISE -THE  
VEHICLE DIES WHERE SHE DOES NOT HAVE POWER STEERING, BRAKES. -18/20 MILE PER HWY AND 10/12  
IN THE CITY. -SHE IS CONSTANTLY BUTTING GAS IN THE VEHICLE. -THE VEHICLE HAS BEEN  
RECALIBRATED -SERVICE MAN STATE THE VEHICLE HAS A PROBLEM WITH THE AIR FLOW. -SHE FEELS  
THIS VEHICLE IS NOT SAFETY AND THAT SHE WANTS A NEW VEHICLE WITH A CD PLAYER IN IT BECAUSE  
OF ALL THE TROUBLE SHE HAS WENT THOUGHT. - SATURN OF DARTMOUTH IS THE FACILITY THAT SHE HAS  
BEEN WORKING WITH AND THAT SERVICE MANGER THERE. -THE CONCERNS STARTED ABOUT A WEEK AFTER  
SHE RECEIVED THE VEHICLE. OWNER IS SEEKING TO GET A NEW VEHICLE SHE FEELS THAT SHE SHOULD  
ALSO RECEIVED A CD PLAYER IN THE NEW VEHICLE DUE TO ALL THE TROUBLE SHE HAS HAD WITH THE  
VEHICLE. | 2005-05-24  
1-804J-103295|EVENT|null|null|2005-05-26|00:00:00||2005-05-26  
1-804Q-53817|EVENT|null|null|2005-05-24|00:00:00||2005-05-24

Dealer name : Saturn Of Hyannis, Inc.

Dealer address : 143 Faunce Corner Mall Rd., North Dartmouth, MA, 02747, USA

Repurch buy\_back\_mile: 0

Repurch nada: 0